



May/June 2004

Important Health Benefits News for Benefits Administrators

Upcoming Events

JUNE

June 10 - 15 ♦ 2004 COVA Care Member Handbooks mailed to Benefits Administrators for distribution to enrolled employees

June 18 - 25 ♦ Four separate ID cards mailed to COVA Care members and Kaiser Permanente ID cards mailed to new plan members

JULY

July 1 ♦ New COVA Care and Kaiser Permanente health care premiums take effect, new plan years begin for COVA Care health plan and Flexible Reimbursement Accounts (FRAs)

July 16 ♦ New health care premiums and first FRA deduction reflected in employee paychecks

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B.A. Bulletin

Open Enrollment Results

Final Open Enrollment results show growing use of EmployeeDirect by state employees and retirees, with more than half of elections made online this year. Nearly 15,000 state employees and non-Medicare retirees made election changes during Open Enrollment for health benefits and Flexible Reimbursement Accounts. Almost 7,500, or 51 percent, of elections were made using EmployeeDirect compared to 44 percent during the record-breaking 2003 Open Enrollment.

Of the 206 agencies that participated, 27 agencies (14 percent) used EmployeeDirect for 100 percent of their total elections, while 31 agencies (16 percent) used the online system for more than 90% of total agency elections. Virginia Retirement System retiree group members made a total of 879 elections, and 14 percent of those were made using EmployeeDirect

Part-time Classified Employee Memo and Letter Distributed

Benefits Administrators have received by e-mail a memo regarding eligibility for part-time classified employees effective July 1. Attached were a sample letter to provide to eligible employees and an enrollment fact sheet, as well as references to information on the [DHRM Web site](#). In addition to the letter, fact sheet and other plan information, please remember to provide eligible employees with an [Extended Coverage General Notice](#) and a [HIPAA Privacy Notice](#).

Member Handbooks and ID Cards Mailed in June

- ♦ The new 2004 COVA Care Member Handbooks were mailed to Benefits Administrators beginning June 10 for distribution to agency employees. Non-Medicare retiree group members are receiving the member handbook at their home addresses.
- ♦ All employees and non-Medicare eligible retiree group members enrolled in COVA Care are being mailed four separate ID cards before July 1: from Anthem, Medco Health, Delta Dental and ValueOptions.
- ♦ Only new enrollees in the Kaiser Permanente HMO are receiving ID cards.
- ♦ See below for procedures relating to ID card return mail.

Incorrect Addresses on ID Card Packages

A procedure has been developed to handle bad addresses both on ID card packages mailed to members in June and in the future. Anthem will send lists of incorrect addresses monthly, and Kaiser will distribute envelopes with bad addresses directly, to the appropriate agency Benefits Administrators for updating in BES. If an employee or retiree group member has not received one or more ID cards:

- ♦ Check for a correct mailing address in BES, and if the address is incorrect, instruct them to update the address on EmployeeDirect, or ask them for a correct address and then key it in BES.
- ♦ The employee/retiree group member should then be instructed to call each of the COVA Care plan administrators (or Kaiser if appropriate) to request an ID card package. More later on this process.

